

COGNITION

BY ORGANO™

FAQs about Cognition Program from CS Dept.



1. I purchased the Cognition subscription, but I didn't get any email with the credentials. What do I have to do?

- Download the Cognitive training system using the [link https://neurotracker.net/download-installer/](https://neurotracker.net/download-installer/)
- Once downloaded, open the program, and click on "Reset Password"
- Enter the valid email address registered when you placed the order, and click on "Reset"
- You will receive an email guiding you to reset the password.
- To start using the system, log in using your email address and the password that you have reset.

2. I did not receive the 3D glasses, who should I contact?

After you paid for Cognition subscription, the 3D glasses will be shipped to you within the regular shipping timeframe. If not, please contact Organo customer service for help.

3. Can I use Cognition with different 3D glasses than those provided by Organo?

Yes, you can, although it's not recommended. We developed 3D glasses specifically for NeuroTracker. Our glasses were tested in a lab to optimize viewing quality and ensure durability for comfortable, long-lasting wear. They are also built to fit over regular prescription glasses. If you decide to use other glasses, you can adjust the 3D anaglyph settings by clicking on your name at the top right of the **screen > Change Render > Next to Anaglyph**, click on the settings button. If you are using an Active 3D display (such as a 3D TV or projector) you should use the glasses that are recommended for that display.

4. When practicing during the Cognition training sessions, my friend has 2 targets (balls) to track in the session and I have 3. Why is there a difference?

When you identify your goals of training during the sign-up process, a training program will be automatically applied to your account. This training program has been designed to progress at a pace appropriate for your skill level, with multiple phases and "checkpoints" throughout. The number of targets you track in each session will adapt according to your skill level to optimize your training program. This may include either 2, 3 or 4 targets.

5. I have a problem, I can no longer change the color of the balls. Personally I am better off with purple balls, but the option is not activated anymore. What can I do?

To change the color of the 3D settings, you will need to **login > Click** on his name at the top right of the **screen > Change Render > Click on the Settings** button next to **Anaglyph 3D > Select True Anaglyph** in the drop down menu.

6. Can someone help me to use Cognition with my Oculus VR device?

At the moment, only windows 10 and MacOS devices can support NeuroTrackerX. Support for devices such as Oculus, is not available yet, but in development.

7. My personally sponsored distribution partner/retail customer bought Cognition subscription. What do I receive as commission?

You will receive \$35 retail bonus from your retail customer's subscription. You will not receive such bonus from your personally sponsored distribution partner's purchase, but you will get the CV and GQV from their orders.

8. Is the Cognition program going to require a renewal fee to be paid at the end of the year?

Yes, the subscription is good for 12 months from your purchase. You will need to renew after 12 months.

9. Will the Sponsor receive a Retail Bonus from the renewal fee of his retail customer at the end of the year?

Yes, the sponsor will receive a \$35 retail bonus after the retail customer renew the annual subscription.

10. Are you planning to translate the Cognition system in other languages than English only?

Stay tuned! We plan on releasing an update in the near future that will include multi-lingual support.

11. Can I use the Cognition program on more than 1 device? I.e. 1 PC and tablet or 2 PC?

You can use the Cognition program on more than 1 PC. However, at the moment, support for tablets isn't available yet, but is coming soon.

12. Can I restart a level made if I want to repeat it?

The short answer to this is no. The reason why is because NeuroTracker is meant to assess, adapt, and to show your progress over a long period of time. If a trial, or a full session doesn't go how you thought it would, the best thing to do is move on, and to try to do better on the next one. Overtime, you will see improvements in your abilities to do the task which translate to improvements in your attention in real-life.

13. If I buy the Cognition from Neurotracker, I can get up to 15 accesses for a team of people, if I purchase it with Organo, do I only get one?

NeuroTracker does offer medical practitioners and organizations that want to integrate the software into their practice. These organization accounts can have 15 users, however the start-up cost, and monthly fees are much higher comparing with Organo individual user's subscription cost.